

Frequently Asked QUESTIONS

What is a **GEAUXPASS**?

GeauxPass is a transponder (toll tag) connected to a prepaid account. GeauxPass and the associated account allows you to use Louisiana toll roads like the LA 1 Expressway and Crescent City Connection without having to stop and pay a toll. Toll fees are deducted electronically from the prepaid account.

How does a **GEAUXPASS** work?

The GeauxPass transponder is mounted in the upper left corner of the vehicle windshield. When a vehicle drives beneath overhead electronic toll collection equipment (called gantries), the equipment sends a signal to the GeauxPass transponder, and the toll is deducted from your GeauxPass account.

How much is a **GEAUXPASS**?

Costs will vary based on the type of GeauxPass tag you purchase.

There are two GeauxPass tag options:

1. A sticker GeauxPass is \$12.50.
(cannot be removed once installed)
2. A plastic hard case GeauxPass is \$32.00.
(can be removed once installed)

In addition to the tag cost, a toll pre-payment is required to open your GeauxPass account. Your GeauxPass account is the fund that tolls are deducted from each time you use a GeauxPass toll system. The minimum pre-payment is \$20 and can be made by cash, check, debit or credit card (Visa or MasterCard only).

Can funds be automatically be deposited into my **GEAUXPASS** account when it becomes low?

Yes! Check Auto-Replenish when you sign up for your GeauxPass account. When your account balance is below \$10, your credit card will be charged \$20 or more if requested to replenish the account.

Can I use my **GEAUXPASS** on the New Orleans Causeway or Crescent City Connection?

Your GeauxPass may be used on the Crescent City Connection (CCC), and the LA 1 Expressway, but not the Causeway. Your GeauxPass is designed to be used on future toll facilities across Louisiana as they open to traffic.

Can I use my CCC account on the LA 1?

Yes. Just make sure your account has enough funds to cover toll fees on the LA 1 and the CCC.

Can I use my Causeway account and Transponder on the LA 1 Expressway or CCC?

No. You will need to open a separate GeauxPass account for the LA 1 Expressway or the CCC, but you will not need to purchase a new transponder.

Where can I find toll rates for each of Louisiana's toll roads?

Logon to www.geauxpass.com, call us at 866-662-8987, or visit one of our customer service centers for a complete toll rate chart.

Do I need to register any potential trailer(s) or boats which I may be pulling with my vehicle?

Yes. Although you just need one GeauxPass tag or transponder, the license plate number of the trailer or boat you are towing must be visible and registered to your account.

Where can I find more information?

- Online at www.geauxpass.com
- By phone at 866-662-8987
- Visit one of our customer service locations during office hours
 - 2001 Mardi Gras Blvd. in New Orleans
 - 1821 S. Alex Plaisance (Hwy. 3235) in Golden Meadow
- Follow us on Facebook and Twitter





Payment Options

Cash:

- Accepted in person at our GeauxPass Customer Service Centers located at 2001 Mardi Gras Blvd. in New Orleans and or 1821 S. Alex Plaisance (Hwy. 3235) in Golden Meadow during regular business hours.

Check or Money Order:

- Accepted in person at our GeauxPass Customer Service Centers during regular business hours, or after hours in our night deposit box at 2001 Mardi Gras Blvd. in New Orleans or 1821 S. Alex Plaisance (Hwy. 3235) in Golden Meadow. Please put your GeauxPass number on your check or money order. Your payment will be posted on the next business day.

Credit Card:

- MasterCard or Visa credit or debit cards accepted. If you sign up for Auto-Replenish, when the balance on your GeauxPass account drops below \$10, your credit card is charged \$20 or more as requested.

Telephone:

- Call (866) 662-8987 and follow the prompts to make an automated payment by telephone. No receipts are available with this payment option.

GeauxPass Application

Please print all information. **Required.

Account Number (office use only)

Clerk ID

**Applicant's Last Name

**Applicant's First Name

MI

**Address

**City

**State

**Zip Code

**Phone Number

**Driver's License - State

**Number

Hard Case Quantity: _____ Sticker Quantity: _____
(Required fees to open a GeauxPass account: \$32.00 per hard case GeauxPass; \$12.50 per sticker GeauxPass plus a minimum of a \$20.00 pre-payment. Total to open account with one hard case is \$52.00; total for one sticker is \$32.50.)

Method of Payment: ☐ VISA ☐ MasterCard ☐ Check

Credit Card Account No. _____ - _____ - _____ - _____ Exp. _____

Auto Replenish: ☐ Yes ☐ No
(Charges credit card \$20 when balance falls below \$10. Only notification is on credit card statement.)

Delivery Method (Check One): ☐ Mail ☐ Pick Up
(Note: Your GeauxPass must be picked up within 5 working days after you are notified. We will make one attempt to contact you. If the GeauxPass is not picked up within 5 working days, we will credit your credit card and return the GeauxPass to stock.)

If Pick Up: By Whom _____

Phone Number _____

Which Office ☐ New Orleans ☐ Golden Meadow

Applications can be mailed to:

GeauxPass
PO Box 6308
New Orleans, LA 70174-6308

Vehicle 1

License Plate No. (State, Number)

Axles/ # Tires

Vehicle 2

License Plate No. (State, Number)

Axles/ # Tires

Vehicle 3

License Plate No. (State, Number)

Axles/ # Tires

Vehicle 4

License Plate No. (State, Number)

Axles/ # Tires

Vehicle 5

License Plate No. (State, Number)

Axles/ # Tires

Vehicle 6

License Plate No. (State, Number)

Axles/ # Tires

Credit Card Applicants

By signing below, I authorize GeauxPass to charge the credit or debit card identified on my application for the necessary charges required to open a GeauxPass account. If I selected the Auto Replenish option on the application, I authorize GeauxPass to maintain my credit or debit card account on file and periodically charge the card for the amounts necessary to keep my account in good standing.

Name

Signature

Date

If you have questions, please call toll free (866) 662-8987
or visit www.geauxpass.com